

Joy Shelton
Branch Chief, Customer Service



Q. Do you have a nickname?

A. *Jozee (pronounced Jo-Zee). My great niece couldn't say "Joy."*

Q. What is your biggest accomplishment?

A. *Personally – being a single parent and raising two great daughters. Professionally – I was a co-lead in the service response center formed in the aftermath of September 11. My colleagues and I put in countless hours supporting customers. I cried when one of our customers called in and said, "Thanks – you guys are awesome."*

Q. What is your favorite movie?

A. *All-time favorite movie is Sound of Music. Favorite actor is Sam Elliott – Sam's my man!*

Q. What is your favorite sports team?

A. *The Redskins...especially when they win. My friends and I used to play football in the graveyard near my house. I played any position and learned to kick the ball barefoot.*

Q. What personality trait do you like most about yourself?

A. *I love helping people. I'm in a profession where I can make a difference to the customer. I was a GSA customer myself for 35 years (I previously worked for the Department of Interior)...now I'm on the other side of the fence.*

Q. What is your life philosophy – in 10 words or less?

A. *Do it right the first time!*